



Board of Directors Meeting Minutes

November 2, 2006

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14th Ave.

Hearing Room A, 1st Floor

Denver, CO

I. Call to Order: 1:32 p.m. Chairman Cadman

A. Roll Call

Arrowsmith, Cadman, Cooke, Feingold, Jenik, Marroney, May, Picanso, Williams, T.

Excused: Dennis, Sobanet, Wells

B. Introduction of Audience

C. Approval of October 5, 2006 Meeting Minutes of the SIPA Board of Directors

MOTION: To approve the October 5, 2006 Meeting Minutes of the SIPA Board of Directors.

Arrowsmith/ Feingold

Discussion:

Senator May pointed out that page two discusses the IT Committee, however he stated that the committee doesn't exist.

Gregg Rippy explained that the SIPA organic statute says that the Annual Report is to be given to the IT Committee. However, SIPA gives the report to the Speaker of the House and he or she disseminates it to the appropriate committee.

Jack Arrowsmith explained that Gregg Rippy stated in the last meeting that the Annual Report draft would be given to the Board, however it doesn't appear on the Action Items Report.

ACTION ITEM: Add that the Annual Report would be given to the SIPA Board to the Action Items Report.

Senator May asked if Mark Weatherford was going to be presenting at the meeting today.

Gregg Rippy stated that Mark Weatherford was not scheduled to present to SIPA today. He added that perhaps Senator May was thinking of a presentation with the IMC.

Senator May stated that he assumed the Board would get an update on the auto dealers.

Gregg Rippy responded that it would be covered in the GM Report.

While Senator May continued to look through the minutes, Chairman Cadman suggested that Gregg Rippy introduce the people at the table with him.

Gregg Rippy introduced Kathy Gappinger as new SIPA executive assistant. He also introduced Richard Westfall, Legal Counsel and Angie Onorofskie, the previous executive assistant who has been helping Kathy with the transition. Gregg Rippy added that he hoped it would be a smooth transition, and the Board wouldn't even notice a difference.

Senator May pointed out that on page ten it should read that John Picanso was the CIO of Agriculture instead of John Picanso is the CIO of Agriculture.

Senator May pointed out that the third paragraph on page thirteen didn't read right because there are no secretaries of the Senate.

Chairman Cadman asked who the suggestion was toward.

Gregg Rippy explained that it was a suggestion to him to make sure that everyone knows what is going on and that SIPA is a resource.

Senator May agreed. Senator May asked for clarification on the next paragraph regarding a question or whether or not there could be a pilot involving only one county.

Greg Jenik arrived.

Gregg Rippy explained that a pilot isn't really a pilot with a single back-end vendor. He added that while he did pose the question, it was more of a rhetorical question. .

Senator May pointed out that there was a typo on page 14. It should be CACI instead of CASE.

The minutes were approved unanimously with the corrections.

II. Committee Reports

A. Business Committee, Michael Cooke

Michael Cooke reported that the Business Committee has finalized work on the Strategic Business Plan. She thanked Angie Onorofskie for putting it all together. She explained that the Board has an electronic and hard copy of the plan. At the last meeting, it was decided that the Board would review the plan over the next meeting and take action in December. She added that if there are any suggested changes to please notify her, and she would work with Kathy Gappinger and the Business Committee to see about incorporating the changes.

B. Contracts Committee, Gregg Rippy

Gregg Rippy stated that fortunately or unfortunately, it has been a slow month for contracts. He explained that the committee is working on finalizing the EGE with Jefferson County. We are moving forward, and Jefferson County is desirous of utilizing the payment engine and other applications.

C. Finance Committee, Gregg Rippy

Gregg Rippy reported that in the email the Board received today, it said that the Board would receive the financial reports on Friday. He explained that it is difficult when the meeting falls on the second day of the month. However, he stated that in the broad brush, the financials are similar to other months. There is no extraordinary income or expenses.

D. Personnel Committee, Rep. Cadman

. No report.

III. New Business

A. Proposal to Amend the SIPA Bylaws, Gregg Rippy

Gregg Rippy explained that the Board received advance notice regarding the proposal to amend the SIPA Bylaws, and it has been posted to the SIPA web site. He stated that he would propose that the Board review the changes and take action.

He explained that there are three proposed changes, and out of those two are clean up changes and one is substantive.

Gregg Rippy went on to explain that Article 3 discussed office location. This has not yet been changed, but the address will be 633 17th Street, Suite 1600 from the previous address.

Article 2, Section 2 currently states that the election of officers would take place in September. However, we are proposing to change this to February since we have several elected officials that serve on the Board. This is more in line with when those members are sworn into office. Also, since the Chair of the Board must be an elected official, we do not want to have a big gap in time.

Discussion:

Senator May asked if the Board should give some consideration to changing that the Chair has to be an elected official according to the statute.

Gregg Rippy stated that Senator May brought up a good point, however he stated that he's not certain that there isn't another place where the Chair is required to be an elected official.

Senator May explained that the problem before was finding a person with enough interest to participate.

Gregg Rippy stated that he wasn't sure that under the broad brush of authorities if it could be changed.

Richard Westfall stated that this is specific to SIPA.

Bob Feingold stated that it is appropriate to address that issue specifically and also, if we're looking at tweaking the legislation we ought to change the non-voting status of the Chief Information Officer.

Chairman Cadman suggested that the Board take care of the bylaws now, and then we can set an agenda item for later in the meeting to make sure we get all of the other changes for the legislation.

Senator May asked if there is anything else in the bylaws that would affect the legislation.

Richard Westfall stated that Senator May had a very valid point. He stated that there is a set of concerns out there, and he'd like to take a look at those with some fresh eyes.

Gregg Rippy explained that in Article 2, Section 4 the proposed changes maintain gender neutrality.

MOTION: to adopt the amended SIPA Bylaws

Marroney/ Feingold

Discussion:

Greg Jenik asked if there is any need to tie the election of officers to the annual meeting.

Richard Westfall explained that the same question came up when the e-version of the bylaws was circulated. He stated that it seems that since it is a state special purposes authority, we would probably want to operate the same. We probably want to keep it more tied to the fiscal year. September is close enough to the end of the fiscal year where it will tie to the end of the fiscal year. The other part is the part of elected officials being part of the committee.

Senator May stated that we could handle that in statute change as well.

Richard Westfall agreed, but he said that the thought is to make the change in bylaws given where we are now.

APPROVED UNANIMOUSLY

B. Executive Director Report, Gregg Rippy

Gregg Rippy explained that he had a couple of issues to touch on, but the real substance of what we are doing would be included in the GM Report.

Office Location

Gregg Rippy explained that there have been some issues with the new location at 633 17th Street. The problems do not stem from DPA, but rather from the building managers. He explained that construction should begin on Monday, and he is 95 percent sure that it will happen. He added that he would throw out that there is a good conference room for subcommittees to meet. Also, SIPA will save money in the long run, although there will be some expenses upfront.

Security

Gregg Rippy explained that SIPA and CI talk with Mark Weatherford often. He added that there are two announcements. First, CI receives PCI scans quarterly from the credit card companies. We have received a certificate that shows that we have no known vulnerabilities, and it is important to keep it this way. Second, Cybertrust has finished its first deep scan of CI and they found no items requiring attention. CI is subject to the Sarbanes Oxley standards, which is more than what the state requires. They made some suggestions, and those are going to be implemented. In the portal, we believe that security is job one. The first time we have one problem, we will have criticism. We continue to move forward, and we're glad to report on security. He added that he hopes everyone is as excited about what is going on as we are.

Discussion:

Jack Arrowsmith stated that the news about security is terrific. He added that he was recently talking to a county that had questions about security, and he suggested that perhaps we could create a handout that talks about security.

Gregg Rippy agreed that it would be a good idea. He stated that he would work with Jill Janicki and Rich Olsen to put something together, as we should be marketing security. He added that often it is the first question. Sometimes people don't even know what security entails, but they know that they want it.

Senator May stated that there should first be a plan with departments and counties. He explained that you can't have a plan until people think they need a plan. He suggested that this could help departments and cities. Mark Weatherford is working with the departments to get a plan, but it won't necessarily be standardized.

Gregg Rippy stated that the portal does have a plan, and we have shared it with Mark Weatherford. Those are just as important as testing. A plan is not a static document; it has to be dynamic. The bad guys are going to try to be one step ahead of us. It's not just your computers and your servers. It's making sure someone can't look over your shoulder. Even CI and SIPA's laptops are all encrypted. . CI only holds credit card number as long as it takes to capture and none of it is retained on an even semi-long term basis. The only time we have sensitive information is when we are doing development. It is your decision, and a wise one, that we are not a repository of data. Instead, we interface with the data.

Senator May stated that he thought we had eight servers, and we have to make sure those are secure.

Rich Olsen explained that we actually have 40 or 50 servers.

Senator May stated that he is sure the facility is secure, however we have to be careful about cyber security.

Gregg Rippy stated that he thinks we've learned a lot in the last three years.

C. General Manager's Report, Rich Olsen

Rich Olsen stated that he was handing out two items including the GM Report and survey results (which would be explained later).

Rich Olsen explained that it has been a great month, and there is a lot going on. He added that it seems like the end of the year is always the busiest. We have now officially accepted credit card transactions through the portal, which is a huge accomplishment. Those are with the automobile dealerships as they license their salespersons. There are

many eyes on this process including: CI, the treasurer and the controller. Several applications will be going online and will be using the payment engine. The application queue is very full right now, and the one we have the most attention on is online vehicle renewal. This is with Douglas County, and we are going to renew a guinea pig here. It has been a short timeline, but it is going well. Rich Olsen also recognized Trevor Bair, Becky Davis and Douglas County for their effort on the project.

Discussion:

Senator May asked what this would do for the lines.

Michael Cooke explained that most of the lines are at the driver license offices, but this will not relieve those lines. This is only for vehicle registration renewals.

Senator May stated that he currently renews by mail.

Michael Cooke stated that it wouldn't relieve the mail; it would relieve the walk in traffic. She explained that they would send a post card that says citizens can come into the office, renew by mail or renew online with a credit card. Hopefully it relieves some of the work at the County Clerk's office, although there will still be back end work.

Senator May asked what type of growth they were seeing.

Michael Cooke stated that, in terms of registrations, she couldn't quite give a percentage. However, generally they are doing about 4.3 million transactions per year and about 1.1 million sets of plates.

Jack Arrowsmith stated that hopefully it would relieve some of the problems. He added that he wanted to make sure everyone knew that Denver is also involved.

Rich Olsen thanked Jack Arrowsmith for mentioning that Denver is involved. He added that CI reported in October to about 16 treasurers from different counties, and they were ecstatic about the project.

GM Report Continued

Rich Olsen reported that also during the last month, the payment engine was configured for detailed disbursements, which is basically splitting transactions into different buckets. He explained that DORA is in testing right now, and they are probably the most thorough tests. He just got an email saying that the tests look good. He added that he believed that DORA would have some projects added in January. Also, speaking of DORA, the Dreamweaver templates that allow them to move onto the new look and feel are complete. Colorado Interactive will also help in any way they can with those templates.

Discussion:

Senator May asked for a definition of vendor monitoring.

Rich Olsen explained that it allows companies that are data resellers to tell the insurance companies that a record has been changed, as change affect insurance rates.

Active Development

Rich Olsen stated that vehicle registration has been a major priority. He added that when you put a lot of resources into one project, another might suffer. Netfile is still moving and we hope to have it up in November, however resources were redirected to vehicle registration.

Rich Olsen reported that November seems to be quite a month with Agriculture going live with their new applications. He added that it is interesting to see with the change of administration how it affects our office. With the legislature coming into town and the new administration coming, there is a lot of work to do.

Discussion:

Senator May stated that he has had some contact with credit unions in regards to lien releases. He asked if CI would be able to put it together if there was someone to pay for it.

Rich Olsen stated that the projects aren't driven by revenues. There are a lot of things in the matrix to consider.

Senator May clarified then that it was not about dollars.

Rich Olsen stated no. He stated that the only time it becomes an issue is if it is something that needs to be done on a quick timeline. In that case, we can do a task order and we will go out and find additional resources.

Senator May stated that there are cases in other states where the entities come up with the money and this lien releases is working.

Rich Olsen stated that it is always worth looking into. He added that there is a very similar application in Montana called Title Liens and Registration. You can see who it is, when they had it, etc.

Jack Arrowsmith stated that lien releases is something that the public trustees do in Colorado. Colorado is different with having public trustees, and we would hope that we could add the electronic aspect to it.

Portal Metrics

Rich Olsen explained that October is not reflected because the numbers were just in. However, the numbers were about 2.1 million accesses to Colorado.gov.

Discussion:

John Picanso announced that OIT would be issuing a policy in the next week regarding agencies adopting the Colorado.gov URL. There are some good business cases for agencies that don't want to participate. However, we are supporting the branding and the look and feel because as we put up more applications, the portal will be a consumer choice site. Not to mention the fact that it will be the entry point to the agencies, and this would allow for more accurate statistics. Finally, the new naming will support a lot of the different security enhancements that we have on some of the hardware. It will further augment what agencies can do. The new naming scheme will be www.colorado.gov/. Some of the agencies want a backward slash, but most NIC states use a frontward slash. He added that the policy has been sent to Gregg Rippey, OSPB and Brian Vogt for review. He added that OIT doesn't own agencies or portal applications, but OIT is helping to get adoption of the URL.

Rich Olsen stated that CI whole heartedly supports the policy. He stated that it will help to see how many people are actually coming to Colorado.gov and it provides consistency which helps citizens to navigate.

Senator May stated that some of there are several applications at the Secretary of State's Office that do not go through the portal. He added that those applications would certainly add to the portal statistics.

Rich Olsen agreed.

Portal Metrics Continued

Rich Olsen reported that Live Help had 812 accesses for the month of October, and GCP had 7,000 accesses.

Survey

Rich Olsen brought the Board's attention to the handout. This was a survey done by the Department of Education, and people responded specifically to their experience with Live Help. Mostly, the result of the survey is great. However, there are some things that need improvement. Rich Olsen explained that people who typically answer questions are either passionate or angry. The survey shows the county, response rate, and actual comments if they chose to leave any.

Discussion:

Senator May asked if the portal wants more or less visits to Live Help.

Rich Olsen stated that the portal would love to have more hits to Live Help.

Senator May stated that it needed to be advertised a little bit.

Rich Olsen agreed. He stated that Live Help is an anchor service on a website where you can talk to a live person. It is a great service to tout. However, he stated that we need to be careful about drawing a great deal of attention to one place. We don't want to be inundated. We had 800 questions answered last month, and the great thing is that the librarians support us on this. We can handle more volume. However, of all the great things coming up, other applications may trumpet Live Help. When this originally came out, we did a media run. However, if you talk to the media too much they may not want to talk to you.

Senator May clarified then that the portal has all it can handle.

Rich Olsen answered no. He stated that the portal can handle more volume. However, he explained that attention should be driven more toward other applications. It doesn't mean we can't tout Live Help. Rather, we prefer to appear before the media with new applications. The bottom line is we can certainly handle more volume on Live Help.

Senator May stated that Live Help works great, and some of the people are dynamite.

Rich Olsen stated that the librarians are extremely intelligent people.

Senator May asked how it works with the libraries are not open.

Rich Olsen stated that the libraries are open until 8 or 9 PM and then the questions are routed to a paid group of people working from their homes.

Financials

Rich Olsen reported that the financials look good once again. They dropped a bit, but it is typical for the end of the year.

Marketing

Rich Olsen reported that there was a fantastic meeting with 16 treasurers in Fort Collins last month. He stated that they were a very excited group of people. He was accompanied by Dave Bari from Douglas County who was able to explain how the payment engine could potentially work. There will be a similar meeting in Holyoke in November.

Rich Olsen also reported that CI is working with the information officer at DOR for the online vehicle registration. Michael Cooke and others at DOR have a very well thought out way of how they plan to disseminate information. However, this is not finalized yet.

Project Costs

Project costs continue to grow. To date, 463,725 dollars of work has been provided through the self funded model. The state has not had to pay any of this

Discussion:

Gregg Jenik asked what services CI sees coming forward to start a revenue base.

Rich Olsen answered that MIDB (insurance database) will add 16,000 dollars per month to the revenue line. A lot of that will go toward supporting the application, however. The payment engine will also generate a little bit of revenue as will filing income tax forms. The department of agriculture has several in mind. Driver's license renewal is a possibility, but we haven't talked through it yet. Rich Olsen explained that if he was worried about revenue streams, he would be talking to all the Board members. However, he stated that things are looking pretty good.

Senator May stated that Colorado.gov has a ton of online services that don't go through the portal. He explained that because of that, there are a several servers throughout the state that are being run by contractors and state personnel. This creates a lot of security threats. He stated that we have a lot of work to do to get all of this stuff behind the portal.

Rich Olsen explained that many departments have great IT staffs, and we don't want to rewrite those applications. If they are running fine how they are, there many not be any reason to move them over. If we can help to enhance then we will. For example, the Department of Natural Resources has online off-road vehicle registration. We will have more work than what we know what to do with.

Senator May stated that one way would be if they require a payment of some sort. Some of those may not go together unless at some point we work on it.

John Picanso explained that we are on a journey. We try to get adoption and support. However, if the application is working well we let it stay. Sometimes we can integrate. When we get opportunities we need to be in a position to help those agencies when they need us. If there is a significant project, we ask agencies if they have talked to the portal. He stated again that it is a journey. We're trying to be aggressive, but it's not going to happen over night. It is very important that we continue to work together. We need to stay together on the domain name issue. It supports five different initiatives. It's a journey, and we'll see what the end brings.

Senator May stated that one opportunity might be when the equipment wears out. Rather than replacing the equipment we do a cost benefit analysis to see if it would be better to move it over to the portal.

John Picanso stated that last year, OIT made sure to see if the agency talked to the portal first. If the portal could help then the decision item was pulled. This year, we didn't really see application requests come forward. We try to give support wherever we can. The DR facility supported by the Department of State is another great example. We're trying to get agencies to use that facility.

D. Proposed Legislation Items

Representative Cadman opened discussion about proposing legislation items.

Discussion:

Senator May stated that the deadline for filing bill titles is December 1, and he can file three. The bill doesn't have to be done, but it must be titled. He stated that it sounds like this needs to be done, and then there will be some fine tuning needed.

Senator May stated that he wanted the following changes.

1. Changing bylaws regarding chairman being elected official
2. Changing the non voting status on the State CIO

Senator May further explained that the chair and vice chair positions should be open to anyone and there could be an election each year.

Chairman Cadman asked if the Board desired a term limit.

Greg Jenik answered yes and no.

Chairman Cadman went back and stated that the Board should stay on the issue of the current legislation.

Senator May stated that it would have to be written into the legislation that the Board can elect its own officers.

Gregg Rippy suggested that instead of a statutory change, perhaps the Board should use the bylaws to accomplish allowing the chair or vice chair to be a non-elected official.

Michael Cooke stated that according to the statute the Chair must be an elected official. Therefore, we just need to remove the elected official requirements from the Chair position.

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Senator May stated that he would have Dan Cartin write up a draft.

Chairman Cadman stated that before that happens; we need to have an agreement. .

MOTION:

To remove the requirement that states that the Board Chair must be an elected official.

Cooke/ Feingold

Discussion:

Greg Jenik stated that perhaps he is naïve, but would this open our legislation up to things we don't want.

Senator May stated that the title is specific.

Tambor Williams stated that anything is possible.

Chairman Cadman stated that it is a risk you take when you open up legislation.

Gerald Marroney stated that the second item would be to clarify the fiscal year.

Gregg Rippy stated that the non-legislative items have not yet been completed.

Gerald Marroney asked if the Board was putting all of these together in one motion.

MOTION:

To amend Michael Cooke's motion. .

Marroney/ May

Discussion:

Chairman Cadman suggested coming up with all the items the Board wants and then come up with a bill to address it. At the same time, we may want to separate out the bills because it might be more beneficial to do it that way depending on the climate we have at the time. Chairman Cadman added that he hated to say it could be an easy bill because there never is one.

Senator May stated that he needed input from Richard Westfall.

MOTION:

To amend the previous motion to add the designation of the State CIO as a voting member.

Feingold/ Arrowsmith.

Discussion:

Gregg Rippy stated that it might be useful for the purpose of discussion for the Authority to consider an ad hoc committee, including any Board members, myself and legal counsel. It would disband after this is done. He suggested that being part of the motion.

Chairman Cadman stated that he didn't want to create more meetings for Board members. He suggested instead that discussion occur over emails.

Gregg Rippy stated that he is not sure if the Board would want to do this over email, as all emails are considered open records.

Senator May stated that he could have this done by the end of next month.

Chairman Cadman stated that if Senator May did worked on this alone; he would be missing input from the Board.

Richard Westfall stated that SIPA needed to be careful, as it is still a new organization. He explained that any time you think about opining up your statute, you put yourself at risk. He stated that he would like to work with the Board on the issue, and it would be considered attorney client privilege information. He added that we are very blessed to have such a talented, smart Board. He suggested that it would be good to determine how we want to handle this, even if it is on a conference call.

MOTION:

To create a task force and any Board members who would like to participate can.

Marroney

Discussion:

Senator May stated that he is not sure we want to do that. He suggested getting together to draft something, as it's not putting it into law. He stated that the Board can always make a decision not to move forward.

Michael Cooke seconded Marroney's motion. At the same time, she withdrew her motion. She stated if we get a few Board members together, we can hammer it out.

Chairman Cadman stated that the inclination is to move this over to the next meeting and we can bring a couple of bill titles. He asked if that would help get through the election.

Tambor Williams asked if the Chairman desired a subcommittee.

Chairman Cadman stated that it would be fine, and we could bring it back next month.

APPROVED UNANIMOUSLY

An ad hoc committee was created including: Michael Cooke, Jerry Marroney, Jack Arrowsmith, Bob Feingold, Senator May, John Picanso, Gregg Rippy and Richard Westfall (legal counsel). Jerry Marroney was named Chair and Michael Cooke was named Vice Chair.

IV. Additional Discussion

Gregg Rippy stated that the Board has been invited to attend a round table discussion with CIMA, IMC, and the CIO Forum. The discussion would take place on November 29 from 1:30 to 4:00 pm at the Cheyenne Mountain Conference Center. He explained that it's a great opportunity to network with the IT folks. He asked Board members to let him know if they were interested.

Gregg Rippy also announced that Greg Jenik requested that he come down to Colorado Springs on December 8 to speak to the Colorado Springs Rotary at the Antlers Hotel.

John Picanso added onto the CIMA Conference discussion that he is also trying to get Doug Robinson, the president of NACIO (National Association of State CIO's), to speak for 15 minutes at the conference.

Greg Jenik asked if Gregg Rippy had made his trip to Northeast Colorado.

Gregg Rippy answered that the trip to Holyoke would occur after the elections.

Chairman Cadman asked if the ad hoc committee meeting needed to be posted.

Gregg Rippy stated that it would be posted to the SIPA web site.

V. Agenda Items for Next Meeting

None specific.

Next meeting is scheduled for:

Thursday, December 7, 2006

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14th Ave.

Hearing Room A, 1st Floor

Denver, CO

VI. Adjournment

The meeting adjourned at 3:00 PM.